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004/013

6-804

OFFICIAL

PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application : Jose Villena et al.
Serial No. : 09/456,166
Filed : December 7, 1999
For : Non-Blocking Expandable Call Center
Architecture'
Attorney's Docket : CELLIT-003XX
Examiner : Steven Blount
Group Art Unit : ~~2742~~

I hereby certify that this correspondence is being transmitted by facsimile to
Commissioner of Patents, Alexandria, VA 22313-1450 at fax phone number
703-872-9306 on May 20, 2004

Response = 10 pgs.
RCE = 1 pg.

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SUBMISSION UNDER 37 C.F.R. § 1.114

Commissioner of Patents
PO Box 1450
Alexandria, VA, 22313-1450

Sir:

In response to the Office Action dated November 20, 2003,
please amend the above-identified Patent Application as follows: